

**Los Angeles County
Consumer Affairs Advisory Commission
Meeting**

Minutes

Wednesday, November 14, 2012

Present: Dionne Faulk Ho-Jeong Eun Dennis Arguelles
Ronnie Jayne Karine Bagdasarian Joseph Lee
Helen Levin

Staff: Brian Stiger Kirk Shelton

Excused: Stanley Rogers Joyce Ayvazi Sylvia Southerland

Public: Suzanne O’Keeffe Sherry Hernandez Said Issaq Said
Matt Ward Isaac Nissim Ruth Sarnoff
Deborah DeStefano Anabella Gerri Watson

(3 additional members of the public also attended the meeting but did not speak)

Call to Order and Confirmation of Quorum:

Vice Chair Faulk called the meeting to order at approximately 1:04 p.m. The quorum requirement was met during the entire meeting. The agenda was reviewed by the commissioners present.

In accordance with the Brown Act, the agenda for the Commission Meeting was posted in advance on the outside door of the Department of Consumer Affairs, Room B-96 and online at <http://dca.lacounty.gov/Commission.htm>.

Approval of Minutes:

Commissioner Lee requested the meeting minutes from September 19, 2012 be revised to show that he was excused from the meeting.

The minutes for the meetings of June 20, 2012 and September 19, 2012 (as revised) were unanimously approved on motion by Commissioner Eun and seconded by Commissioner Bagdasarian.

Subcommittee Updates:

**Public Information Subcommittee
Commissioner Jayne – Subcommittee Chair**

Commissioner Jayne updated the Commission on the activities of the subcommittee. The subcommittee had held one meeting since the last Commission meeting. The subcommittee presented one suggested recommendation to the Commission.

Commissioner Jayne made the following motion, seconded by Commissioner Eun:

Recommend to the Director that the Department of Consumer Affairs increase outreach to state and federal elected officials to partner on referrals and public events. Direct fellow Commissioners to share information about upcoming consumer events in their area with the Department.

The motion was unanimously passed by the commissioners present.

**Foreclosure Subcommittee
Vice Chair Faulk – Subcommittee Chair**

Vice Chair Faulk updated the Commission on the activities of the subcommittee. The subcommittee had held one meeting since the last Commission meeting. The subcommittee was seeking a volunteer to fill a vacancy in the third seat of the subcommittee. Commissioner Jayne volunteered to join the Foreclosure Subcommittee. The subcommittee presented two suggested recommendations to the Commission. Commissioner Arguelles clarified that the issues around foreclosure were complex and the subcommittee was only in the first step of its examination of the issue. Members of the public provided comments on the suggested recommendations and foreclosure issues in general.

Vice Chair Faulk made the following motion, seconded by Commissioner Lee:

Advise the Director to explore providing financial literacy to help new homeowners and future homeowners make informed decisions.

The motion was unanimously passed by the commissioners present.

Vice Chair Faulk made the following motion, seconded by Commissioner Levin:

Advise the Director to update the foreclosure information on the Consumer Affairs website by providing new foreclosure information on the Department's homepage.

The motion was unanimously passed by the commissioners present.

**Volunteers and Interns Subcommittee
Commissioner Eun – Subcommittee Acting Chair (in Commissioner Chan's absence)**

Commissioner Eun updated the Commission on the activities of the subcommittee. The subcommittee had held one meeting since the last Commission meeting. The subcommittee presented two suggested recommendations to the Commission. The Commissioners discussed the Department's Volunteer and Internship Program and suggested other ideas.

Commissioner Eun made the following motion, seconded by Commissioner Faulk:

Advise the Director to recognize volunteers individually each year for the volunteer commitment they have made to the Department during the year.

The motion was unanimously passed by the commissioners present.

Commissioner Eun made the following motion, seconded by Commissioner Faulk:

Recommend to the Director that the Department explore a pilot process of working with nonprofit partners to recruit volunteers for cross-training opportunities.

The motion was unanimously passed by the commissioners present.

Administrative Subcommittee

Vice Chair Faulk shared that the Administrative Subcommittee is seeking a third member to review the Commission Administrative Manual and work on other projects such as reviewing an upcoming draft of the Department's updated Strategic Plan. A third subcommittee member was not identified at the meeting.

New Business:

Commission Sunset Review Update

Kirk Shelton told the commissioners that the sunset review date for the Commission had passed and the Auditor-Controller's Office had requested the Commission complete a Sunset Review Evaluation Form. This is the standard process for requesting an extension of the sunset review date from the Board of Supervisors. The Chair and Vice Chair will review the Sunset Review Evaluation Form before submitting it to the Auditor-Controller's Office.

Election of 2013 Commission Chair and Vice Chair

The Commission opened the floor for nominations for the positions of 2013 Chair and Vice Chair. The following nominations were made:

Dionne Faulk – Chair
Ronnie Jayne – Vice Chair
Joseph Lee – Vice Chair

Commissioner Jayne said that she supported Commissioner Lee for Vice Chair and withdrew her name from the election.

On a motion by Commissioner Jayne, seconded by Commissioner Bagdasarian, the Commission unanimously approved the uncontested election of Commissioner Faulk as the 2013 Chair.

On a motion by Commissioner Eun, seconded by Commissioner Arguelles, the Commission unanimously approved the uncontested election of Commissioner Lee as the 2013 Vice Chair.

The Commission officers for 2013 are:

Chair – Dionne Faulk
Vice Chair – Joseph Lee

Department Update:

Director Stiger updated the Commissioners on the County's budget process. The Department was preparing to submit the annual budget request to the County's Chief Executive Office. The Department was presenting a streamlined organizational structure that was developed through the Department's re-organization. The Department is preparing for upcoming staffing changes that will occur in December. The Department has submitted a grant application to upgrade the public facing portion of the telephone system with the goal of improving the service to the public.

Commissioner Jayne thanked the Director for giving the Commissioners a more active role in working with the Department.

The Commissioners discussed the legal authority the Department has to regulate banks and other lenders.

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Public Comment:

Eight members of the public spoke to the Commission during public comment. They spoke about issues relating to local utility rates, tenant rights issues, and foreclosures. Two members of the public submitted written materials along with their public comment that was distributed to the commissioners in electronic form after the Commission meeting.

Chair's Final Remarks:

Vice Chair Faulk thanked the public for attending the meeting and sharing their input. She also thanked the Commissioners present for attending.

Next Meeting:

The next meeting will be held on Wednesday, **January 16, 2012**.

Adjournment:

The meeting adjourned at approximately 2:31 p.m.